

WORKLOAD NARRATIVE

FIELD OPERATIONS

September 2016

Workload: After a busy August, September was a bit calmer. The number of verifications for all cases [18,179] was 3% less than the average intake this year. Dispositions [17,527] were 5% below the norm. However, the open inventory [29,679] rose to its highest level since 2014. Nevertheless, it is only 4% higher than the average for this year as the swings in caseload have been relatively modest.

UI. In September, the number of new UI cases [16,775 cases; 9,864 appellants] was 3% below the average for 2016. Closed cases [16,349 cases; 9,613 appellants] were 4% below the calendar year norm. The open balance [18,640 cases; 10,960 appellants] rose by 394 cases during the month. This was the fourth consecutive month in which the inventory has risen. The caseload is now 8% above the calendar year average and at its highest level since January 2015. The inventory of extension cases fell to 4.0% of the entire UI workload.

DI. In September, DI verifications [884] were 7% below the average for this year. However, when August and September are combined, the monthly intake is right at average levels. Dispositions [789] were 18% below the 2016 average and represented the smallest output since May 2013. The open inventory [1,614] rose for the second straight month but remains 2% smaller than the calendar year average.

Tax, Rulings, Other. In tax, the field issued 178 decisions, which was 16% below the average for 2016. Unfortunately, we received 281 new petitions, which was 33% higher than average and represented the highest intake since June 2015. The open inventory [4,547] hit a three month high, but is still 3% smaller than the calendar year norm. For rulings, intake and output were both below average levels, and the open inventory [4,850] grew by 27 cases.

Case Aging and Time Lapse. The field continued to struggle with time lapse. Both the 30-day [59.0%] and the 45-day [79.1%] percentages were slightly below DOL regulations. Both measures are in compliance so far this federal reporting year. Average case age [30.0] rose to its highest level since January and is right at the federal threshold. The September results for extension cases were mixed. 49.1% of those cases were

resolved within 30 days, which is down from August but up from July. The average case age for extension cases rose by one day to 33 days. However, the 45-day percentage [76.1%] jumped by almost 5 percentage points.

BAY AREA

New UI cases [3,506 cases; 2,062 appellants] were 3% below the average for the year, while dispositions [3,424 cases; 2,013 appellants] were 2% below the norm. This was the sixth consecutive month in which intake surpassed output. However, by sending cases to other offices, the open UI case inventory [4,061 cases; 2,388 appellants] rose by only 31 cases and is actually smaller than was true at the end of June. In DI, both intake and output were greater than average, but the new cases outpaced the closed ones pushing the open inventory [349] to a sixth month high. In tax, this group issued 22 decisions. Collectively, this group missed all timeliness measures with 53.1% of the UI decisions issued within 30 days; 71.8% of the decisions issued within 45 days; and an average case age of 30.1 days.

Oakland: September was a very productive month for Oakland with substantial assistance from the PALJ and San Francisco, and a drop in intake. The number of new UI cases [1,058 cases; 622 appellants] was 11% below this year's average. Meanwhile, UI dispositions [1,320 cases; 776 appellants] were 13% higher than this year's norm. This was the first time in four months in which output exceeded intake. As a result, the open UI inventory [1,054 cases; 620 appellants] went from a seven month high in August to a four month low in September; and went from 17% above the average this year to 12% below the norm. In DI, dispositions were 57% greater than the 2016 average pushing the open inventory [71] to a five month low and 20% below this year's average. Oakland resolved 14 tax cases in September, which again represented about two-thirds of the Bay Area total. Oakland continued to eliminate its older cases pushing its average case age [26.1 days] to its lowest level since April. Unfortunately, this caused time lapse again to fall with both the 30 day [47.5%] and the 45 day [64.1%] percentages well below required levels.

San Francisco: Unlike its sister cities, the number of new UI cases in September [1,102 cases; 648 appellants] was actually higher than the average this year [4%]. Dispositions [1,133 cases; 666 appellants] were also 4% above the norm and exceeded intake for the third straight month. However, the open inventory [1,096 cases; 644 appellants] rose as the office took cases from Oakland for hearing. The caseload is now 4% larger than the average for 2016. The DI inventory [63] rose by two cases and is 7% greater than average size. In tax, San Francisco issued 7 decisions, but with only 20 open tax cases has the fewest cases for that program among the field offices. In September, time lapse improved with both the 30-day figures [58.0%] close to compliance and 45-day

percentage [80.0%] right at the DOL mandate. Average case age [28.7 days] again met Federal standards.

San Jose: Unfortunately, September was not kind to San Jose. New UI cases [1,346 cases; 791 appellants] were 2% below than the average for the year. However, dispositions [971 cases; 571 appellants] were below 1000 for only the second time this year and 22% below the 2016 average. As a result, the open inventory [1,911 cases; 1,124 appellants] hit an eight month high and is now 14% higher than the average for the year. The DI inventory [215] has grown for three consecutive months. The caseload is 27% larger than average for the year and above 200 for the first time since 2014. The office issued 1 tax decision. Timeliness continued to be difficult here with 30-day time lapse at 53.7%; 45-day time lapse at 71.2%; and an average case age of 35.5 days.

CENTRAL

In September, the number of new UI cases was almost identical for each of the three offices in this group. The total intake [3,398 cases; 1,998 appellants] was 3% below the calendar year average. Closed cases [3,421 cases; 2,012 appellants] were also 3% below the average. The open inventory [3,314 cases; 1,949 appellants] rose marginally, but remains 2% higher than the norm in 2016. In DI, dispositions [129] were 29% below average levels pushing the open caseload [305] over 300 for the first time since May. In tax, this group issued 29 decisions, which was second among the office groups. The group just missed the 30-day time lapse standard [59.6%], but surpassed required levels for 45-day time lapse [83.1%] for the seventh straight month and average case age [25.3 days] for the 20th consecutive month.

Fresno: In September, the number of new UI cases [1,114 cases; 655 appellants] and UI dispositions [1,102 cases; 648 appellants] were virtually the same. However, as this office is now assisting others, the open inventory [879 cases; 517 appellants] rose. Nevertheless, it is still 10% smaller than the average for 2016. In DI, the open inventory [47] has been static for four months and is 21% smaller than the average this year. The office issued 1 tax decision, but continues to have the third smallest tax inventory with 42 open cases. Fresno met all timeliness standards for the fifth straight month with 30-day time lapse at 65.0%; 45-day time lapse at 92.2%; and average case age at 21.8 days.

Oxnard: After a busy August, Oxnard had a relatively quiet September. New UI cases [1,151 cases; 677 appellants] were the fewest since February and 5% below average in volume. Dispositions [1,044 cases; 614 appellants] were the fewest since November 2015 and 14% below the norm. The open UI inventory [1,218 cases; 716 appellants] is exactly one case higher than at the end of July, but 13% greater than the average so far this year. With high intake and low production, the open DI inventory [135] hit a seven month high and is now 8% greater than the norm in 2016. The office paid special attention to tax in September issuing 23 decisions, which was the highest one month total this year. Despite the rising caseload, all timeliness measures were surpassed with 30-day time lapse at 71.6%; 45-day time lapse at 91.4%; and average case age at 28.7 days.

Pasadena: Unlike the other offices in this group, the number of UI dispositions [1,275 cases; 750 appellants] exceeded the number of new cases [1,133 cases; 666 appellants]. Although the open inventory [1,217 cases; 716 appellants] fell, it remains 3% greater than the 2016 average. With high intake and low production, the open DI inventory [123] hit a one year high and is now 38% higher than the norm in 2016. Pasadena issued 5 tax decisions in September. Time lapse crashed last month with a team calendar clearing out older cases in Lancaster. 30-day time lapse [42.2%] and 45-day time lapse [65.6%] were well below DOL standards. At the same time, however, the average case age [25.5 days] hit a four month low.

BASIN

In September, this group verified exactly six fewer new UI cases [5,049; 2,969 appellants] than the number of cases closed [5,055 cases; 2,972 appellants]. Both figures represented workload below average levels for the year. The open inventory [5,109 cases; 3,004 appellants] is 4% larger than the average for the year. In DI, intake was 21% below the monthly average while output was 25% below the norm. The open inventory [509] grew by three cases but remains 3% smaller than the average in 2016. In tax, Basin issued 61 decisions, which was its second highest production this year. Considering all cases, the open inventory has been basically flat for six months. All timeliness measures were surpassed with 30-day time lapse at 62.9%; 45-day time lapse at 83.5%; and average case age at 29.1 days.

Inglewood: September was a tough month in Inglewood. The number of UI verifications [2,019 cases; 1,187 appellants] was 5% greater than the

monthly average for the year. However, the number of dispositions [1,807 cases; 1,063 appellants] was 8% below the monthly average. The open caseload [2,110 cases; 1,241 appellants] rose for the fourth straight month, although this time the increase was due to regular intake and not loans from other offices. The caseload is now 23% above the average in 2016 and at its highest level since May 2014. In DI, intake and output were identical and substantially below average levels. The open inventory [140] remained 18% greater than the norm for 2016. The office had 37 dispositions in tax, which was the highest among all of the offices for the seventh straight month. The concentration on tax may have been affecting the office as it relates to time lapse, but at least there was some improvement over the previous two months with 30-day time lapse rising to 58.4% and 45-day time lapse back in compliance at 84.0%. Unfortunately, the average case age [32.0 days] rose above Federal dictates.

Los Angeles: Los Angeles did not experience the flow of new cases like Inglewood, as the number of UI verifications [1,632 cases; 960 appellants] was the lowest since January and 11% below the average for 2016. While dispositions [1,743 cases; 1,025 appellants] were 9% below their norm, the open UI inventory [1,683 cases; 990 appellants] fell to its lowest level since March and is now 6% below the norm this year. Both intake and output for disability cases were down sharply. The open inventory [204] for those cases grew, but remains 12% smaller than the average this year. The office had 12 tax decisions which were the most since April. All of the timeliness measures were surpassed for the first time since May with 30-day time lapse at 65.2%, 45-day time lapse at 80.8%; and average case age at 27.5 days.

Orange County: September looked a lot like July for Orange County. New UI cases [1,398 cases; 822 appellants] were 7% below average figures for the year. Dispositions [1,505 cases; 885 appellants] were 5% below their norm but exceeded intake for the 4th consecutive month. The open inventory [1,316 cases; 774 appellants] fell to its lowest level since December 2015 and is 6% smaller than the average this year. The DI inventory [165] has been very static for three months and is also 6% below its average level for 2016. In tax, Orange County issued 12 decisions, which ties its highest total this year. Unfortunately, the office still has the largest open inventory among the field offices. Orange County met all time standards with 65.1% of the decisions going out within 30 days of appeal; 85.8% within 45 days; and with average case age falling to 27.8 days.

CORNERS

Both new UI cases [4,822 cases; 2,835 appellants] and dispositions [4,449 cases; 2,616 appellants] were 3% below the average so far this year. However, as this group has consistently had more work than it can handle, the open inventory [6,156 cases, 3,620 appellants] grew again. The caseload is now 19% greater than the norm and represents the largest number of open UI cases since December 2014. September was the first time since April in which the DI inventory [451] did not go down. However, it is still 14% smaller than the average for 2016. In tax, this group issued 23 decisions in September, which is right at its average for the year. Time lapse improved over August with 30-day time lapse back over the threshold at 60.4% and 45-day time lapse getting closer at 77.6%. Unfortunately, average case age [32.3 days] jumped back over 30 days.

Inland: Inland might have thought it was catching a break as the number of new UI cases [1,998 cases; 1,175 appellants] was below 2000 for the first time in seven months. Unfortunately, dispositions [1,738 cases; 1,022 appellants] were 11% below average levels and trailed input for the third straight month. The open inventory [2,553 cases; 1,501 appellants] is now 28% greater than the norm and at its highest level since October 2014. The disability inventory [259] shrank for the third straight month and is 7% below the 2016 average. The office issued 3 tax decisions during the month. Despite the rising caseload, Inland surpassed both time lapse measures with 30-day time lapse at 62.1%; 45-day time lapse at 81.8%. However, the relentless growth in cases pushed the average case age [31.8 days] over the limit.

Sacramento: UI verifications in September [1,343 cases; 790 appellants] were 1% greater than the 2016 average. Dispositions [1,222 cases; 719 appellants] were 7% higher than average, but trailed intake for the sixth straight month. The open inventory [1,776 cases; 1,044 appellants] is now 15% above the average for the year and at its highest level since January. The open DI inventory [110] rose last month but remains 36% smaller than the average for the year. The office issued 16 tax decisions in September, which was the second consecutive month with a substantial result for those cases. 30-day time lapse [64.7%] exceeded DOL expectations for the first time in three months. 45-day time lapse [76.5%] basically was static. Average case age rose for the third straight month to 33.6 days.

San Diego: After a very busy August, September was a more “average” month. UI verifications [1,481 cases; 871 appellants] were 4% below average levels and dispositions [1,489 cases; 876 appellants] were 1%

below the norm. Moreover, there was only an 8 case difference between intake and output. The open inventory [1,827 cases; 1,074 appellants] has been very consistent for the past five months, but remains 12% higher than the average this year. The DI inventory [82] rose for the second straight month and is 18% higher than the 2016 average, though not huge in absolute terms. In September, the office issued 4 tax decisions. In August, average age improved and time lapse suffered. In September, the opposite trend was seen. The average case age [31.6 days] rose back over the 30-day threshold. The 30-day [54.4%] and 45-day [74.6%] time lapse percentages both jumped by about 10%, but continued to fall short of the requirements from DOL.

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NEW ON LINED CARBON

FY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	35,188	32,990	35,462	34,280	35,060	30,208	31,649	31,789	26,509	29,993	24,703	26,488	374,319	31,193		
2014	30,651	25,592	27,945	32,463	28,565	26,278	26,130	23,655	23,363	22,861	17,201	21,439	306,143	25,512	82%	-5,681
2015	18,740	17,502	21,282	23,417	19,659	21,153	21,735	20,095	18,915	20,481	17,478	18,717	239,174	19,931	78%	-5,581
2016	17,776	17,454	19,674	19,886	18,686	19,413	17,474	20,251	18,179				168,793	18,755	94%	-1,176
													2,497		2007	

All Programs registrations to date are down 8% from 2015, down 31% from 2014, and down 42% from 2013	2014	74%	69%
All Programs registrations monthly average is down 6% from 2015, down 26% from 2014, and down 40% from 2013	2013	60%	58%

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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	34,777	34,753	39,525	30,992	31,139	27,467	37,227	35,005	31,214	29,718	25,437	24,098	381,352	31,779		
2014	27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206	18,498	20,377	304,848	25,404	80%	-6,375
2015	20,925	22,273	22,494	21,249	20,206	20,759	21,282	19,088	18,743	20,234	16,605	18,285	242,143	20,179	79%	-5,225
2016	17,072	18,476	20,754	17,301	18,814	19,300	17,075	20,264	17,527				166,583	18,509	92%	-1,669

All Programs dispositions to date are down 11% from 2015, down 31% from 2014, and down 45% from 2013	2014	73%	69%	
All Programs dispositions average is down 8% from 2015, down 27% from 2014, and down 42% from 2013	2013	58%	55%	

BALANCE OF PAYMENTS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr.-Yr AvgChg
2013	40,368	38,419	34,291	37,401	41,214	43,875	38,202	34,844	30,062	30,217	29,380	31,701		35,831		
2014	34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980	30,632	31,633		34,126	95%	-1,706
2015	29,381	24,557	23,290	25,400	24,815	25,127	25,470	26,422	26,541	26,756	27,619	27,986		26,114	77%	-8,012
2016	28,622	27,547	26,376	28,924	28,751	28,831	29,174	29,078	29,679					28,554	109%	2,440

All Programs balance to date is up 11% from 2015, down 18% from 2014, and down 24% from 2013	2014	84%	82%	
All Programs balance monthly average is up 9% from 2015, down 16% from 2014, and down 20% from 2013	2013	80%	76%	

Multi	9	9	12	13	12	4	15	6			
All Programs balance to date is up 11% from 2015, down 18% from 2014, and down 24% from 2013									2015	109%	111%
									2014	84%	82%
All Programs balance monthly average is up 9% from 2015, down 16% from 2014, and down 20% from 2013									2013	80%	76%
									chg 2016 avg		chg 2016 YTD

RULING-OTHER FY TRENDS - FO

Program Codes 9, 13, 14, 19, 21, 22, 40, 44

NEW OPENED CASES

FY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	292	280	201	234	589	585	432	380	219	89	135	112	3,548	296		
2014	156	223	402	791	601	228	231	217	190	119	71	133	3,362	280	95%	-16
2015	97	152	329	464	396	294	247	254	123	144	228	380	3,108	259	92%	-21
2016	316	249	210	418	148	229	314	162	239				2,285	254	98%	-5

Ruling/Other registrations to date are down 3% from 2015, down 25% from 2014, and down 29% from 2013
 Ruling/Other registrations monthly average is down 2% from 2015, down 9% from 2014, and down 14% from 2013

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	242	250	424	278	254	248	329	322	574	598	162	223	3,904	325		
2014	204	383	288	130	156	113	174	106	269	209	160	284	2,476	206	63%	-119
2015	116	139	915	243	286	206	271	176	196	193	186	95	3,022	252	122%	46
2016	120	118	220	219	238	308	290	333	211				2,057	229	91%	-23

Ruling/Other dispositions to date are down 19% from 2015, up 13% from 2014, and down 30% from 2013
 Ruling/Other dispositions monthly average is down 9% from 2015, up 11% from 2014, and down 30% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	4,182	4,212	3,988	3,943	4,275	4,613	4,716	4,776	4,423	3,914	3,887	3,776		4,225		
2014	3,724	3,566	3,667	4,329	4,775	4,892	4,914	5,022	4,942	4,851	4,761	4,597		4,503	107%	278
2015	4,580	4,591	4,002	4,221	4,332	4,420	4,396	4,473	4,398	4,349	4,387	4,673		4,402	98%	-102
2016	4,869	5,000	4,989	5,186	5,091	5,011	5,035	4,859	4,878					4,991	113%	589

Ruling/Other balance to date is up 14% from 2015, up 13% from 2014, and up 15% from 2013
 Ruling/Other balance monthly average is up 13% from 2015, up 11% from 2014, and up 18% from 2013

2015	113%	114%	
2014	111%	113%	
2013	118%	115%	
	chg 2016 avg	chg 2016 YTD	

TAX FY TRENDS - FO

Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49

NEW OPENED CASES

FY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	223	245	299	199	243	321	233	264	247	242	307	411	3,234	270		
2014	232	320	285	230	222	217	217	234	255	178	253	253	2,896	241	90%	-28
2015	124	197	271	194	189	300	247	235	177	136	268	270	2,608	217	90%	-24
2016	127	244	253	141	254	170	169	269	281				1,908	212	98%	-5

Tax registrations to date are down 1% from 2015, down 14% from 2014, and down 16% from 2013

Tax registrations monthly average is down 2% from 2015, down 12% from 2014, and down 21% from 2013

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	299	222	475	590	375	301	214	263	352	231	151	185	3,658	305		
2014	208	265	232	129	257	300	200	149	195	174	145	120	2,374	198	65%	-107
2015	81	150	143	212	252	272	196	93	64	76	81	139	1,759	147	74%	-51
2016	121	73	141	164	160	285	512	264	178				1,898	211	144%	64

Tax dispositions to date are up 30% from 2015, down 2% from 2014, and down 39% from 2013

Tax dispositions monthly average is up 44% from 2015, up 7% from 2014, and down 31% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	3,606	3,629	3,453	3,062	2,930	2,949	2,967	2,965	2,861	2,872	3,028	3,253		3,131		
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526	3,633	3,766		3,464	111%	333
2015	3,808	3,854	3,979	3,961	3,897	3,923	3,969	4,112	4,223	4,283	4,470	4,574		4,088	118%	624
2016	4,580	4,742	4,853	4,830	4,918	4,802	4,458	4,453	4,547					4,687	115%	599

Tax balance to date is up 18% from 2015, up 38% from 2014, and up 48% from 2013

Tax balance monthly average is up 15% from 2015, up 35% from 2014, and up 50% from 2013

2015	115%	118%	
2014	135%	138%	
2013	150%	148%	
	chg 2016 avg	chg 2016 YTD	

DI FY TRENDS - FO
Program Codes 7, 10, 11, 12, 16 & 20

NEW OPENED CASES

FY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	982	811	995	971	970	884	1,043	991	1,046	1,086	941	945	11,665	972		
2014	1,004	958	979	1,158	1,088	1,131	1,352	1,027	1,113	1,102	815	1,062	12,789	1,066	110%	94
2015	1,104	990	1,035	1,085	1,019	1,141	1,205	1,158	1,004	992	871	921	12,525	1,044	98%	-22
2016	861	995	1,140	979	944	974	790	1,013	884				8,580	953	91%	-90

DI registrations to date are down 12% from 2015, down 13% from 2014, and down 1% from 2013

DI registrations monthly average is down 9% from 2015, down 11% from 2014, and down 2% from 2013

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	1,083	906	1,186	734	758	860	1,026	1,098	1,223	1,298	749	822	11,743	979		
2014	835	891	958	927	1,047	1,038	1,024	1,101	1,241	1,165	965	1,073	12,265	1,022	104%	44
2015	1,144	1,230	1,376	1,045	939	978	1,149	1,052	906	1,034	850	964	12,667	1,056	103%	33
2016	927	964	852	1,111	1,096	1,062	864	967	789				8,632	959	91%	-96

DI dispositions to date are down 12% from 2015, down 5% from 2014, and down 3% from 2013

DI dispositions monthly average is down 9% from 2015, down 6% from 2014, and down 2% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	1,277	1,182	991	1,227	1,437	1,462	1,481	1,374	1,198	986	1,177	1,300	1,258		
2014	1,469	1,536	1,557	1,788	1,830	1,922	2,250	2,176	2,048	1,984	1,834	1,823	1,851	147%	594
2015	1,782	1,542	1,198	1,237	1,318	1,480	1,534	1,639	1,737	1,694	1,715	1,672	1,546	83%	-306
2016	1,605	1,636	1,924	1,791	1,638	1,549	1,475	1,520	1,614				1,639	106%	93

DI balance to date is up 10% from 2015, down 11% from 2014, and up 27% from 2013

DI balance monthly average is up 6% from 2015, down 11% from 2014, and up 30% from 2013

2015	106%	110%	
2014	89%	89%	
2013	130%	127%	
chg 2016 avg		chg 2016 YTD	

UI FY TRENDS - FO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

NEW OPENED CASES

FY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg	
2013	33,691	31,654	33,967	32,876	33,258	28,418	29,941	30,154	24,997	28,576	23,320	25,020	355,872	29,656			
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462	16,062	19,991	287,096	23,925	81%	-5,731	
2015	17,415	16,163	19,647	21,674	18,055	19,418	20,036	18,448	17,611	19,209	16,111	17,146	220,933	18,411	77%	-5,514	
2016	16,472	15,966	18,071	18,348	17,340	18,040	16,201	18,807	16,775				156,020	17,336	94%	-1,076	
Multi	514113																
UI registrations to date are down 7% from 2015, down 32% from 2014, and down 44% from 2013																	
UI registrations monthly average is down 6% from 2015, down 28% from 2014, and down 42% from 2013																	
													2015	94%		93%	
													2014	72%		68%	
													2013	58%		56%	
													chg 2016 avg		chg 2016 YTD		

CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg				
2013	33,153	33,375	37,440	29,390	29,752	26,058	35,658	33,322	29,065	27,591	24,375	22,868	362,047	30,171						
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658	17,228	18,900	287,733	23,978	79%	-6,193				
2015	19,584	20,754	20,060	19,749	18,729	19,303	19,666	17,767	17,577	18,931	15,488	17,087	224,695	18,725	78%	-5,253				
2016	15,904	17,321	19,541	15,807	17,320	17,645	15,409	18,700	16,349				153,996	17,111	91%	-1,614				
Multi	1/10												2/10		1/6		2/4		4/10	
UI dispositions to date are down 11% from 2015, down 32% from 2014, and down 46% from 2013																				
UI dispositions monthly average is down 9% from 2015, down 29% from 2014, and down 43% from 2013																				
													2015	91%	89%					
													2014	71%	68%					
													2013	57%	54%					
													chg 2016 avg		chg 2016 YTD					

BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr AvgChg		
2013	31,303	29,396	25,859	29,169	32,572	34,851	29,038	25,729	21,580	22,445	21,288	23,364		27,216				
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619	20,404	21,447		24,307	89%	-2,909		
2015	19,211	14,570	14,111	15,981	15,268	15,304	15,571	16,198	16,183	16,430	17,047	17,067		16,078	66%	-8,229		
2016	17,568	16,169	14,610	17,117	17,104	17,469	18,206	18,246	18,640					17,237	107%	1,158		
Multi	9	9	12	13	12	4	15							6				
	UI balance to date is up 9% from 2015, down 32% from 2014, and down 40% from 2013													2015	107%	109%		
	UI balance monthly average is up 7% from 2015, down 29% from 2014, and down 37% from 2013													2014	71%	68%		
														2013	63%	60%		
													chg 2016 avg	chg 2016 YTD				

AO REPORT TO BOARD -- MONTH OF SEPTEMBER 2016

	# Cases	Last Month	Cal Yr 2016 Avg	2015Avg	2011 Avg
REGISTRATIONS	1318	1059	1168	1331	3318
DISPOSITIONS	1261	1401	1120	1420	2994
OPEN BALANCE	1449	1395	1234	1610	5814

CASE AGING (40days) 34

TIME LAPSE	
45 Days (50%)	53.00%
75 Days (80%)	90.00%
150 Days (95%)	100.00%
	28%

OTHER INFORMATION	
FO to AO Transfer Rate	1.72
FO ALLs working in AO	0
Appeal Rate FO to AO	6.50%
Retired Annuitants	2

California Unemployment Insurance Appeals Board
Board Appeal Summary Report

Average Days in Transfer from FO Received Date to Date Received at AO

	September, 2016	August, 2016	July, 2016	June, 2016
	Average Days in Transfer	Average Days in Transfer	Average Days in Transfer	Average Days in Transfer
Case Count	Case Count	Case Count	Case Count	Case Count
Fr	2.63	1.76	0.84	2.96
Ing	1.78	2.81	2.07	3.09
Inl	0.60	0.91	2.20	3.05
LA	1.02	1.69	2.27	2.70
Oak	4.17	4.92	3.15	3.15
OC	0.69	0.43	1.06	1.31
Ox	0.14	0.55	0.63	0.52
Pas	5.82	5.30	9.21	5.28
Sac	1.60	2.50	2.23	1.38
SD	3.41	3.17	2.91	3.06
SF	1.00	1.26	2.75	2.07
SJ	0.58	0.97	1.32	0.64
Tax		6.00		
Total	1.72	2.30	2.38	2.47
602	1320	1093	1194	

APPELLATE OPERATIONS ~ REPORT SUMMARY

sp

APPELLATE		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.		
WORKLOAD																			
Registrations																			
UI TL		996	986	1,248										1,077	116%	3,230			
DI		41	51	46										46	100%	138			
Ruling & T-R		7	4	7										6	117%	18			
Tax		15	15	17										16	109%	47			
Other		0	3	0										1	0%	3			
Total		1,059	1,059	1,318	0	0	0	0	0	0	0	0	0	1,145	115%	3,436		720	
Multi Cases																			
Dispositions																			
UI TL		923	1,325	1,219										1,156	105%	3,467			
DI		31	65	35										44	80%	131			
Ruling & T-R		4	5	2										4	55%	11			
Tax		7	3	4										5	86%	14			
Other		0	3	1										1	75%	4			
Total		965	1,401	1,261	0	0	0	0	0	0	0	0	0	1,209	104%	3,627		678	
Multi Case/Ck																			
Balance - Open Cases																			
UI TL		1,631	1,291	1,317										1,413	93%				
DI		65	51	62										59	104%				
Ruling & T-R		9	8	13										10	130%				
Tax		32	44	57										44	129%				
Other		1	1	0										1	0%				
Total		1,738	1,395	1,449	0	0	0	0	0	0	0	0	0	1,527	95%			827	Estimate
Multi Cases																			
FO to AO Appeal Rate																			
UI TL		5.6%	6.4%	6.7%										6.2%	107%				
DI		3.9%	5.9%	4.8%										4.8%	98%				
Ruling & T-R		2.4%	1.4%	2.2%										2.0%	109%				
Tax		5.3%	2.9%	6.4%										4.9%	132%				
Other		0.0%	23.1%	0.0%										7.7%	0%				
Overall Rate		5.5%	6.2%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	429%				

APPELLATE OPERATIONS ~ REPORT SUMMARY

sp

APPELLATE		2013-2014												Average	AO					
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		Current Mo.	% of Avg.				
TIME LAPSE	45 Day-50 %	48	28	53										43	123%					
	75 Day- 80 %	95	91	90										92	98%					
	150 Day- 95 %	100	100	100										100	100%					
CASE AGE																				
Avg Days-UI (mean)		40.1	37.7	34.0										37.3	91%					
Avg Days-UI (median)		38.0	34.0	32.0										34.7	92%					
Over 120 days old														40	0%					
	UI Cases	3	3	1										2	43%					
	UI %	0%	0%	0%										0%	14%					
	UI % w/out Multis	0%	0%	0%										0%	14%					
NET PYS USED																				
ALJ		7.49												7.5	0%					
AO Non ALJ		19.11												19.1	0%					
CTU Non ALJ		1.90												1.9	0%					
Net Pys		28.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		28.5	0%					
RATIOS																				
AO w/o transcribers		2.55												2.55	#DIV/0!					
AO with transcribers		2.81												2.81	#DIV/0!					
TRANSCRIPTS		26	28	26										27	98%					
PAGES		2,028	1,861	1,857										1,915	97%					
AVG PGS Per T/S		78	66	71																
PRODUCTIVITY																				
ALJ Disp/wk		29.3												#DIV/0!	#DIV/0!					
Trans Pgs/day		48.52												#DIV/0!	#DIV/0!					

APPELLATE OPERATIONS ~ REPORT SUMMARY

SP

APPELLATE		2016												AO		TOTAL		Appellants	
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.			Current Mo.		
WORKLOAD	Registrations												1,108	113%	9,972				
	UI TL	937	967	1,345	1,211	960	1,322	996	986	1,248			47	98%	422				
	DI	41	33	60	44	46	60	41	51	46			3	225%	28				
	Ruling & T-R	2	2	0	1	3	2	7	4	7			10	178%	86				
	Tax	9	1	6	4	8	11	15	15	17			1	0%	7				
	Other	0	0	1	0	1	2	0	3	0			1,168	113%	10,515	720			
	Total	989	1,003	1,412	1,260	1,018	1,397	1,059	1,059	1,318	0	0	0						
	Multi Cases																		
	Dispositions																		
	UI TL	1,168	799	1,359	919	1,221	678	923	1,325	1,219				1,068	114%	9,611			
DI	39	31	61	37	48	47	31	65	35				44	80%	394				
Ruling & T-R	1	1	3	0	0	1	4	5	2				2	106%	17				
Tax	9	11	6	1	3	5	7	3	4				5	73%	49				
Other	0	0	0	1	1	1	0	3	1				1	129%	7				
Total	1,217	842	1,429	958	1,273	732	965	1,401	1,261	0	0	0	1,120	113%	10,078	678			
Multi Case/Ch																			
Balance - Open Cases																			
UI TL	713	878	902	1,185	917	1,560	1,631	1,291	1,317				1,155	114%					
DI	36	38	38	44	43	55	65	51	62				48	129%					
Ruling & T-R	3	4	1	2	5	6	9	8	13				6	229%					
Tax	19	9	9	12	17	23	32	44	57				25	231%					
Other	0	0	1	0	0	1	1	1	0				0	0%					
Total	771	929	951	1,243	982	1,645	1,738	1,395	1,449	0	0	0	1,234	117%			827	Estimate	
Multi Cases																			
FO to AO Appeal Rate																			
UI TL	5.5%	6.1%	7.8%	6.2%	6.1%	7.6%	5.6%	6.4%	6.7%				6.4%	104%					
DI	4.3%	3.6%	6.2%	5.2%	4.1%	5.5%	3.9%	5.9%	4.8%				4.8%	99%					
Ruling & T-R	2.8%	2.2%	0.0%	0.5%	1.5%	0.9%	2.4%	1.4%	2.2%				1.6%	141%					
Tax	6.5%	0.8%	8.2%	2.8%	4.9%	6.9%	5.3%	2.9%	6.4%				5.0%	130%					
Other	0.0%	0.0%	5.9%	0.0%	5.3%	25.0%	0.0%	23.1%	0.0%				6.6%	0%					
Overall Rate	5.4%	5.9%	7.6%	6.1%	5.9%	7.4%	5.5%	6.2%	6.5%				6.3%	104%					

ds

APPELLATE		2016												AO					
		Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.				
TIME LAPSE	45 Day- 50 %	73	78	80	77	79	62	48	28	53				64	82%				
	75 Day- 80 %	97	93	95	98	95	92	95	91	90				94	96%				
	150 Day- 95 %	100	99	100	100	99	100	100	100	100				100	100%				
CASE AGE																			
Avg Days-UI (mean)		31.2	29.2	25.0	29.0	33.4	32.3	40.1	37.7	34.0				32.4	105%				
Avg Days-UI (median)		27.0	26.0	22.0	26.0	32.0	30.0	38.0	34.0	32.0				29.7	108%				
Over 120 days old																			
	UI Cases	3	0	1	1	4	1	3	3	2				2					
	UI %	0%	0%	0%	0%	0%	0%	0%	0%	0%				0%					
	UI % w/out Multis	0%	0%	0%	0%	0%	0%	0%	0%	0%				0%					
NET PYs USED																			
	ALJ	9.74	7.94	7.30	8.36	8.54	7.59	7.49						8.1	0%				
	AO Non ALJ	17.33	19.30	19.29	19.62	18.32	19.95	19.11						19.0	0%				
	CTU Non ALJ	3.33	2.52	2.89	2.34	2.43	2.15	1.90						2.5	0%				
	Net PYs	30.40	29.76	29.48	30.32	29.29	29.69	28.50	0.00	0.00	0.00	0.00	0.00		0%				
RATIOS																			
	AO w/o transcribers	1.78	2.43	2.64	2.35	2.15	2.63	2.55						2.33	#DIV/0!				
	AO with transcribers	2.12	2.75	3.04	2.63	2.43	2.91	2.81						2.64	#DIV/0!				
TRANSCRIPTS																			
		37	49	38	38	26	34	26	28	26				34	77%		302		
PAGES																			
		2,917	2,663	2,749	1,955	1,620	2,363	2,028	1,861	1,857				2,226	83%		20,033		
	AVG PGS Per T/S	79	55	72	51	62	70	78	66	71				64	111%				
PRODUCTIVITY																			
	ALJ Disp/wk	32.9	26.5	46.6	26.0	37.3	21.9	29.3						32.9	#DIV/0!				
	Trans Pgs/day	46.10	53.23	45.30	37.98	33.33	49.96	48.52						46.1	#DIV/0!				

FY OTHER TRENDS-AO
Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	11	4	4	14	7	4	2	2	8	7	2	4	69	6		
14/15	2	9	4	4	1	5	6	1	5	13	14	8	72	6	104%	0
15/16	1	10	7	2	2	6	2	2	1	1	4	4	42	4	58%	-3
16/17	7	7	7										21	7	200%	4

Other registrations Jan to date is are up 17% from 15/16, up 40% from 14/15, and up 11% from 13/14.
Other registration monthly average is up 100% from 15/16, up 17% from 14/15, and up 22% from 13/14.

15/16	200%	117%
14/15	117%	140%
13/14	122%	111%

chg 14/15 avg

chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	4	7	10	2	9	8	7	2	4	3	4	8	68	6		
14/15	6	1	4	5	5	5	3	5	4	4	5	10	57	5	84%	-1
15/16	19	5	9	5	2	9	1	1	3	1	1	2	58	5	102%	0
16/17	4	8	3										15	5	103%	0

Other dispositions Jan to date are down 55% from 15/16, up 36% from 14/15, and down 29% from 13/14.
Other disposition monthly average up 3% from 15/16, up 5% from 14/15, and down 12% from 13/14.

15/16	103%	45%
14/15	105%	136%
13/14	88%	71%

chg 14/15 avg

chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	18	13	7	19	19	13	1	1	9	13	11	7	11		
14/15	3	11	11	10	6	7	10	6	7	15	24	22	11	101%	0
15/16	4	9	8	5	5	2	3	4	2	2	5	7	5	42%	-6
16/17	10	9	13										11	229%	6

Other balance of open cases is up 52% from 15/16, up 28% from 14/15, and down 16% from 13/14.

Other balance monthly average is up 129% from 15/16, down 3% from 14/15, and down 2% from 13/14.

15/16	229%	152%
14/15	97%	128%
13/14	98%	84%

chg 14/15 avg

chg 14/15 YTD

FY ALL PROGRAM TRENDS-AO

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	2,057	2,055	2,359	2,377	1,612	1,665	1,681	1,666	1,620	1,959	1,623	1,812	22,486	1,874		
14/15	1,847	1,729	1,636	1,873	1,298	1,417	1,095	1,288	1,605	1,608	1,470	1,116	17,982	1,499	80%	-375
15/16	1,642	1,586	1,088	1,114	1,156	1,206	989	1,003	1,412	1,260	1,018	1,397	14,871	1,239	83%	-259
16/17	1,059	1,059	1,318										3,436	1,145	92%	-94

Registrations Jan to date down 20% from 15/16, down 34% from 14/15, and down 47% from 13/14.

Registration monthly average down 8% from 15/16, down 24% from 14/15, and down 39% from 13/14.

15/16	92%	80%
14/15	76%	66%
13/14	61%	53%
chg 14/15 avg		chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	2,258	2,716	2,120	1,853	1,660	2,208	1,517	1,549	1,743	1,877	1,661	1,634	22,796	1,900		
14/15	1,583	1,813	1,925	1,568	1,438	1,637	1,415	1,377	1,269	1,346	1,320	1,798	18,489	1,541	81%	-359
15/16	1,888	1,597	1,432	1,242	947	1,413	1,217	842	1,429	958	1,273	732	14,970	1,248	81%	-293
16/17	965	1,401	1,261										3,627	1,209	946%	-39

Dispositions Jan to date are down 26% from 15/16, down 32% from 14/15, and down 49% from 13/14.

Disposition monthly average is down 3% from 15/16, down 22% from 14/15, and down 36% from 13/14.

15/16	97%	74%
14/15	78%	68%
13/14	64%	51%
chg 14/15 avg		chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	2,948	2,758	2,509	2,863	2,894	2,340	2,057	2,452	1,910	2,509	2,625	2,671	2,545		
14/15	2,484	1,804	2,049	2,575	2,562	1,970	1,783	1,690	2,028	2,290	2,436	1,752	2,119	83%	-426
15/16	1,499	1,483	1,137	1,006	1,222	998	771	929	951	1,243	982	1,645	1,156	862%	-963
16/17	1,738	1,395	1,449										1,527	963%	372

Open Balance to date is up 11% from 15/16, down 28% from 14/15, and down 44% from 13/14.

Open Balance monthly average is up 32% from 15/16, down 28% from 14/15, and down 40% from 13/14.

15/16	132%	111%
14/15	72%	72%
13/14	60%	56%
chg 14/15 avg		chg 14/15 YTD

FY TAX TRENDS-AO
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	12	12	5	42	9	27	24	11	18	9	1	8	178	15		
14/15	0	5	10	5	11	9	3	8	9	5	6	1	72	6	40%	-9
15/16	6	5	10	5	2	4	9	1	6	4	8	11	71	6	99%	0
16/17	15	15	17										47	16	265%	10

Tax registrations Jan to date are 124% up from 15/16, up 213% from 14/15 and up 62% from 13/14
Tax registration monthly average is up 165% from 15/16, up 161% from 14/15, and up 6% from 13/14

15/16	265%	224%
14/15	261%	313%
13/14	106%	162%

chg 14/15 avg

chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	28	38	18	20	13	39	8	16	12	7	13	32	244	20		
14/15	6	10	0	5	7	5	5	13	0	12	10	3	76	6	31%	-14
15/16	7	9	4	11	4	4	9	11	6	1	3	5	74	6	97%	0
16/17	7	3	4										14	5	76%	-2

Tax dispositions Jan to date are down 30% from 15/16, down 32% from 14/15 and down 83% from 13/14.

Tax disposition monthly average is down 24% from 15/16, down 26% from 14/15, and down 77% from 13/14.

15/16	76%	70%
14/15	74%	88%
13/14	23%	17%

chg 14/15 avg

chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	82	58	48	67	68	51	74	63	69	71	59	35	62		
14/15	22	18	28	27	31	35	33	28	37	30	26	25	28	46%	-34
15/16	24	20	26	20	19	19	19	9	9	12	17	23	18	64%	-10
16/17	32	44	57										44	245%	26

Tax balance of open cases to date is up 90% from 15/16, up 96% from 14/15, and down 39% from 13/14
Tax balance monthly average is up 145% from 15/16, up 56% from 14/15, and down 39% from 13/14

15/16	245%	190%
14/15	156%	196%
13/14	71%	71%

chg 14/15 avg

chg 14/15 YTD

FY DI TRENDS-AO
Program Codes 7,10, 11, 12, 16 & 20

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	37	61	74	88	55	43	35	45	36	60	48	57	639	53		
14/15	55	39	59	69	52	71	59	54	57	72	56	51	694	58	109%	5
15/16	52	91	72	37	38	54	41	33	60	44	46	60	628	52	90%	-6
16/17	41	51	46										138	46	88%	-6

DI registrations Jan to date are down 36% from 15/16, down 10% from 14/15, up 20% from 13/14.

DI registration monthly average is down 12% from 15/16, down 20% from 14/15, and down 14% from 13/14.

15/16	88%	64%
14/15	80%	90%
13/14	86%	80%

chg 14/15 avg chg to 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	53	69	52	44	56	78	59	37	38	50	45	46	627	52		
14/15	45	50	50	55	45	56	59	74	53	59	74	52	672	56	107%	4
15/16	80	56	101	87	34	55	39	31	61	37	48	47	676	56	101%	0
16/17	31	65	35										131	44	1502%	-13

DI dispositions Jan to date are down 45% from 15/16, down 10% from 14/15, down 25% from 13/14.

DI disposition monthly average is down 22% from 15/16, down 22% from 14/15, and down 16% from 13/14.

15/16	78%	55%
14/15	78%	90%
13/14	84%	75%

chg 14/15 avg chg to 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	55	49	71	116	115	79	52	61	60	68	71	82	73		
14/15	92	81	91	106	112	82	127	107	111	125	109	106	104	142%	31
15/16	77	112	82	32	37	34	36	38	38	44	43	55	52	142%	-52
16/17	65	51	62										59	40%	7

Open Balance of DI case to date is down 34% from 15/16, down 33% from 14/15, and up 2% from 13/14.

Open Balance monthly average up 13% from 15/16, down 43% from 14/15, and down 19% from 13/14.

15/16	113%	66%
14/15	57%	67%
13/14	81%	102%

chg 14/15 avg chg to 14/15 YTD

FY UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	1,997	1,978	2,276	2,233	1,541	1,591	1,620	1,608	1,558	1,883	1,572	1,743	21,600	1,800		
14/15	1,790	1,676	1,563	1,795	1,234	1,332	1,027	1,225	1,534	1,518	1,394	1,056	17,144	1,429	79%	-371
15/16	1,583	1,480	999	1,070	1,114	1,142	937	967	1,345	1,211	960	1,322	14,130	1,178	82%	-251
16/17	996	986	1,248										3,230	1,077	91%	-101

UI registrations Jan to date are down 75% from 15/16, down 36% from 14/15, and down 48% from 13/14

UI registration monthly average is down 9% from 15/16, down 25% from 14/15, and down 40% from 13/14

15/16	91%	25%
14/15	75%	64%
13/14	60%	52%

chg 14/15 avg chg 14/15 YTD

DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	2,173	2,602	2,040	1,787	1,582	2,083	1,443	1,490	1,689	1,817	1,599	1,548	21,853	1,821		
14/15	1,518	1,752	1,871	1,503	1,381	1,571	1,348	1,285	1,212	1,271	1,231	1,733	17,676	1,473	81%	-348
15/16	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359	919	1,221	678	14,162	1,180	80%	-293
16/17	923	1,325	1,219										3,467	1,156	98%	-25

UI dispositions Jan to date are down 25% from 15/16, down 33% from 14/15, and down 49% from 13/14

UI disposition monthly average is down 2% from 15/16, down 22% from 14/15, and down 37% from 13/14

15/16	98%	75%
14/15	78%	67%
13/14	63%	51%

chg 14/15 avg chg 14/15 YTD

BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
13/14	2,329	1,684	1,923	2,373	2,360	1,827	1,994	2,106	1,936	1,986	1,979	2,166	2,055		
14/15	2,432	2,349	2,047	2,340	2,181	1,937	1,613	1,549	1,873	2,120	2,277	1,599	2,026	99%	-29
15/16	1,394	1,342	1,021	949	1,161	943	713	878	902	1,185	917	1,560	1,080	53%	-946
16/17	1,631	1,291	1,317										1,413	131%	333

UI balance of open cases to date are up 13% from 15/16, down 38% from 14/15, and down 29% from 13/14

UI balance monthly average is up 31% from 15/16, down 30% from 14/15, and down 31% from 13/14

15/16	131%	113%
14/15	70%	62%
13/14	69%	71%

chg 14/15 avg chg 14/15 YTD

APPELLATE OPERATIONS TL & Case Aging TRENDS													Avg.
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%
10/11 75-Day	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%
10/11 150-Day	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.1%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	87.9%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	99.8%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%							57.8%
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%							93.6%
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%							99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0							34.4

ALL PROGRAM TRENDS-AO

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,789	2,721	3,003	3,403	2,735	2,082	2,057	2,055	2,359	2,377	1,612	1,665	28,858	2,405		
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	1,680	70%	-725
2015	1,095	1,288	1,605	1,608	1,470	1,116	1,642	1,586	1,088	1,114	1,156	1,206	15,974	1,331	79%	-349
2016	989	1,003	1,345	1,260	1,018	1,397	1,059	1,059	1,318				10,448	1,161	87%	-170

2015	87%	84%
2014	69%	67%
2013	48%	45%

Registrations Jan to date down 16% from 2015, down 33% from 2014, and down 55% from 2013
Registration monthly average down 13% from 2015, down 31% from 2014, and down 52% from 2013

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,921	2,314	3,498	2,810	2,605	1,999	2,258	2,716	2,120	1,853	1,660	2,208	28,962	2,414		
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	1,662	69%	-751
2015	1,415	1,377	1,269	1,346	1,320	1,798	1,888	1,597	1,432	1,242	947	1,413	17,044	1,420	85%	-242
2016	1,217	842	1,359	958	1,273	732	965	1,401	1,261				10,008	1,112	78%	-308

2015	78%	43%
2014	67%	72%
2013	46%	43%

Dispositions Jan to date are down 57% from 2015, down 28% from 2014, and down 57% from 2013
Disposition monthly average down 22% from 2015, down 33% from 2014, and down 54% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	3,663	2,902	3,018	2,906	3,014	3,141	2,948	2,758	2,509	2,863	2,894	2,340	2,340	2,913		
2014	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	2,306	79%	-607
2015	1,783	1,690	2,028	2,290	2,436	1,752	1,499	1,483	1,137	1,006	1,222	998	998	1,610	70%	-695
2016	771	929	902	1,243	982	1,645	1,738	1,395	1,449					1,228	76%	-382

2015	76%	69%
2014	53%	54%
2013	42%	41%

Open Balance Jan to date is down 31% from 2015, down 46% from 2014, and down 59% from 2013
Open Balance monthly average down 24% from 2015, down 47% from 2014, and down 58% from 2013

OTHER TRENDS-AO
Program Codes 9,13, 14, 19, 21,22, 40, 44

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2	4	6	9	13	5	11	4	4	14	7	4	83	7		
2014	2	2	8	7	2	4	2	9	4	4	1	5	50	4	60%	-3
2015	6	1	5	13	14	8	1	10	7	2	2	6	75	6	150%	2
2016	2	2	1	1	4	4	7	7	7				35	4	62%	-2

Other registrations Jan to date are down 46% from 2015 and down 12% from 2014, and down 40% from 2013
Other registration monthly average down 38% from 2015, down 7% from 2014, and down 44% from 2013

2015	62%	54%
2014	93%	88%
2013	56%	60%

chg to '14 avg

chg to '14 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	4	3	3	2	15	4	4	7	10	2	9	8	71	6		
2014	7	2	4	3	4	8	6	1	4	5	5	5	54	5	76%	-1
2015	3	5	4	4	5	10	19	5	9	5	2	9	80	7	148%	2
2016	1	1	3	1	1	2	4	8	3				24	3	40%	-4

Other dispositions Jan to date are down 62% from 2015, down 38% from 2014, and down 54% from 2013
Other disposition monthly average down 60% from 2015, down 41% from 2014, and down 55% from 2013

2015	40%	38%
2014	59%	62%
2013	45%	46%

chg to '14 avg

chg to '14 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	0	2	2	5	2	11	18	13	7	19	19	13	13	9		
2014	1	1	9	13	11	7	3	11	11	10	6	7	7	8	81%	-2
2015	10	6	7	15	24	22	4	9	8	5	5	2	2	10	130%	2
2016	3	4	2	2	5	7	10	9	13					6	63%	-4

Other balance of open cases is down 48% from 2015, down 18% from 2014, and up 8% from 2013
Other balance monthly average down 37% from 2015, down 19% from 2014, and down 34% from 2013

2015	63%	52%
2014	81%	82%
2013	66%	92%

chg to '14 avg

chg to '14 YTD

TAX TRENDS-AO

Program Codes 15, 17, 18, 32, 45, 46, 47, 48

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	27	0	0	53	24	17	12	12	5	42	9	27	228	19		
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9	49%	-10
2015	3	8	9	5	6	1	6	5	10	5	2	4	64	5	58%	-4
2016	9	1	6	4	8	11	15	15	17				86	10	179%	4

Tax registrations Jan to date are up 62% from 2015, equal to 2014, and down 43% from 2013
Tax registration monthly average is up 79% from 2015, up 3% from 2014, and down 50% from 2013

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	25	11	15	16	15	10	28	38	18	20	13	39	248	21		
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10	49%	-11
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	-3
2016	8	11	6	1	3	5	7	3	4				48	5	78%	-2

Tax dispositions Jan to date are up 24% from 2015, down 54% from 2014 and down 73% from 2013
Tax disposition monthly average is down 22% from 2015, down 47% from 2014, and down 74% from 2013

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	72	61	46	83	92	97	82	58	48	67	68	51	51	69		
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44	64%	-24
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9	12	17	23	32	44	57					25	96%	-1

Tax balance of open cases Jan to date is down 11% from 2015, down 49% from 2014, and down 65% from 2013
Tax balance monthly average is down 4% from 2015, down 44% from 2014, and down 64% from 2013

2015	96%	89%
2014	56%	51%
2013	36%	35%

chg to '14 avg chg to '14 YTD

DI TRENDS-AO
Program Codes 7,10, 11, 12, 16 & 20

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	52	121	55	118	84	46	37	61	74	88	55	43	834	70		
2014	35	45	36	60	48	57	55	39	59	69	52	71	626	52	75%	-17
2015	59	54	57	72	56	51	52	91	72	37	38	54	693	58	111%	6
2016	41	33	60	44	46	60	41	51	46				422	47	81%	-11

DI registrations Jan to date down 25% from 2015, 3% down from 2014, down 35% from 2013.

DI registration monthly average down 19% from 2015, down 10% from 2014, and down 33% from 2013.

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	69	60	117	88	71	65	53	69	52	44	56	78	822	69		
2014	59	37	38	50	45	46	45	50	50	55	45	56	576	48	70%	-21
2015	59	74	53	59	74	52	80	56	101	87	34	55	784	65	136%	17
2016	39	31	61	37	48	47	31	65	35				394	44	67%	-22

DI dispositions Jan to date down 35% from 2015, down 6% from 2014, down 39% from 2013.

DI disposition monthly average down 33% from 2015, down 9% from 2014, and down 36% from 2013.

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	51	110	50	78	91	72	55	49	71	116	115	79	79	78		
2014	52	61	60	68	71	82	92	81	91	106	112	127	127	84	107%	6
2015	127	107	111	125	109	106	77	112	82	32	37	34	34	88	106%	5
2016	36	38	38	44	43	55	65	51	62					48	54%	-40

Open Balance of DI Jan to date down 55% from 2015, down 34% from 2014, and down 31% from 2013.

Open Balance monthly average down 46% from 2015, down 43% from 2014, and down 39% from 2013.

2015	67%	65%
2014	91%	94%
2013	64%	61%

chg to '14 avg

chg to '14 YTD

2015	81%	75%
2014	90%	97%
2013	67%	65%

chg to '14 avg

chg to '14 YTD

2015	54%	45%
2014	57%	66%
2013	61%	69%

chg to '14 avg

chg to '14 YTD

UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,708	2,596	2,942	3,223	2,614	2,014	1,997	1,978	2,276	2,233	1,541	1,591	27,713	2,309		
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615	70%	-695
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345	1,211	960	1,322	996	986	1,248				9,972	1,108	88%	-154

UI registrations Jan to date are down 16% from 2015, down 34% from 2014, and down 55% from 2013

UI registration monthly average is down 12% from 2015, down 31% from 2014, and down 52% from 2013

chg to '14 avg

chg to '14 YTD

DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	2,823	2,240	3,363	2,704	2,504	1,920	2,173	2602	2040	1787	1582	2083	27,821	2,318		
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599	69%	-720
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
2016	1,168	799	1,359	919	1,221	678	923	1,325	1,219				9,611	1,068	80%	-274

UI dispositions Jan to date are down 24% from 2015, down 35% from 2014, and down 57% from 2013

UI disposition monthly average is down 20% from 2015, down 33% from 2014, and down 54% from 2013

chg to '14 avg

chg to '14 YTD

BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2013	1,933	2,279	1,809	2,336	2,432	2,491	2,329	1,684	1,923	2,373	2,360	1,827	1,827	2,148		
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121	99%	-27
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902	1,185	917	1,560	1,631	1,291	1,317				10,394	1,155	77%	-350

UI balance of open cases Jan to date are down 30% from 2015, down 45% from 2014, and down 46% from 2013

UI balance monthly average is down 23% from 2015, down 46% from 2014, and down 46% from 2013

chg to '14 avg

chg to '14 YTD

APPELLATE OPERATIONS TL & Case Aging TRENDS														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.	
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40	
10/11 45-Day	83.1%	80.3%	80.9%	81.5%	83.4%	86.7%	85.9%	77.0%	48.1%	28.8%	11.4%	12.9%	63.3%	
10/11 75-Day	97.5%	98.2%	97.5%	98.0%	96.9%	97.2%	98.4%	97.7%	95.6%	89.3%	88.1%	90.1%	95.4%	
10/11 150-Day	99.8%	99.9%	99.9%	100.0%	99.4%	99.9%	99.7%	99.8%	99.7%	99.9%	99.6%	99.8%	99.8%	
Case Aging	26	28	27	27	25	28	28	33	38	38	36	34	31	
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%	
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%	
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%	
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40	
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%	
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%	
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%	
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41	
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%	
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%	
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%	
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4	
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%	
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%	
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%	
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4	
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%	
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%	
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%	
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8	
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%								
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%								
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%								
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0								

Monthly Board Meeting Litigation Report - September 2016

AGENDA ITEM 9

LITIGATION CASES PENDING

TOTAL = 100

SUPERIOR COURT: Claimant Petitions.....	69
Employer Petitions.....	11
EDD Petitions.....	0
Non-benefit Court Cases	4
APPELLATE COURT: Claimant Appeals.....	12
Employer Appeals.....	2
EDD Appeals.....	0
Non-benefit Court Cases	0
ISSUES: UI.....	80
DI.....	10
Tax.....	4
Non-benefit Court Cases	6

2016 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

LITIGATION CASES FILED

YTD

September

SUPERIOR COURT: Claimant Petitions.....	21	3
Employer Petitions.....	5	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	3	0
Employer Appeals.....	1	0
EDD Appeals.....	0	0

LITIGATION CASES CLOSED

YTD

September

SUPERIOR COURT: Claimant Petitions.....	58	8
Employer Petitions.....	10	0
EDD Petitions.....	0	0
APPELLATE COURT: Claimant Appeals.....	3	0
Employer Appeals.....	0	0
EDD Appeals.....	0	0

2016 Decision Summary

Claimant Appeals

Win: 3 Loss: 54

Employer Appeals

Win: 0 Loss: 6

CUIAB Decisions

Affirmed: 60 Reversed: 2 Remanded: 1

CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

SEPTEMBER 2016 PERFORMANCE INDICATORS

FIELD OPERATIONS

MEETING DOL STANDARDS

UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Standard</u>
% Closed in <= 30 Days	59.0%	≥60%
% Closed in <= 45 Days	79.1%	≥80%

Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	30.0	≤30

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	16,775	18,179
Closed	16,349	17,527
Balance of Open Cases	18,640	29,679

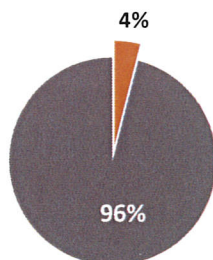
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	41
DI Appeals (including PFL)	77
All Programs	57

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	96%
UI Extensions as % of All UI	4%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 4% of UI Open Balance, and Regular UI cases made up 96%.

APPELLATE OPERATIONS

MEETING DOL GUIDELINES & STANDARDS

UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Guideline</u>
% Closed in <= 45 Days	52.6%	≥50%
% Closed in <= 75 Days	90.2%	≥80%

Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	34.0	≤40

WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	1,248	1,318
Closed	1,219	1,261
Balance of Open Cases	1,317	1,449

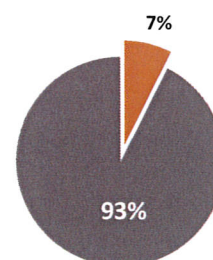
CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	55
DI Appeals (including PFL)	39
All Programs	54

UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	90%
UI Extensions as % of All UI	10%

UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 7% of UI Open Balance, and Regular UI cases made up 93%.

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in September 2016

UI Timelapse CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	35	4	11	13	1
Inglewood	40	6	14	12	2
Inland	39	3	12	16	2
Los Angeles	37	3	11	15	2
Oakland	46	5	18	14	1
Orange County	41	4	12	15	2
Oxnard	35	2	11	15	0
Pasadena	45	3	18	15	2
Sacramento	43	2	19	15	1
San Diego	44	4	17	14	3
San Francisco	41	3	18	13	2
San Jose	45	3	21	16	1
Statewide	41	4	15	14	2

ALL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	36	4	12	13	1
Inglewood	76	7	18	14	2
Inland	43	3	14	17	2
Los Angeles	61	3	13	15	2
Oakland	62	6	20	18	1
Orange County	77	4	13	17	3
Oxnard	45	3	13	17	0
Pasadena	48	3	18	16	2
Sacramento	53	3	21	16	1
San Diego	49	5	19	15	3
San Francisco	45	3	17	14	2
San Jose	47	3	22	16	1
Tax Office	570	N/A	N/A	346	112
Statewide	57	4	17	16	2

California Unemployment Insurance Appeals Board
FO Cycle Time Summary Report
For Cases Closed in September 2016

PFL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	29	5	Not available	Not available	Not available
Inglewood	55	9	24	22	0
Inland	72	5	36	18	5
Los Angeles	55	5	38	14	0
Oakland	63	6	39	12	2
Orange County	74	7	49	16	8
Oxnard	66	6	46	17	1
Pasadena	61	7	34	17	1
Sacramento	81	5	60	25	6
San Diego	75	7	44	15	7
San Francisco	57	5	13	14	8
San Jose	48	6	42	15	0
Statewide	64	6	38	16	4

DI CASES (No PFL)	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	65	7	30	13	2
Inglewood	70	14	24	13	4
Inland	77	5	36	17	11
Los Angeles	80	7	38	15	2
Oakland	76	7	35	13	3
Orange County	95	9	47	14	6
Oxnard	86	7	43	18	1
Pasadena	78	9	27	17	3
Sacramento	104	4	34	16	5
San Diego	81	7	39	14	7
San Francisco	58	6	15	14	6
San Jose	86	6	43	16	0
Statewide	78	7	34	15	5